STATE OF MAINE   Docket No. 2002-151
PUBLIC UTILITIES COMMISSION

                                                  March 29, 2004

MAINE PUBLIC UTILITIES COMMISSION   PROCEDURAL ORDER
Investigation Into the Adequacy of Utility
Services in Maine During Power Outages

The Advisory Staff has reviewed Verizon's responses to Ordering Paragraphs 6, 7 and 8 in the Commission's November 13, 2003 Order and Ordering Paragraph 13 in the Commission's January 8, 2004, Order on Reconsideration. Ordering Paragraph 13 of the Commission's Order on Reconsideration ordered Verizon to:

>   File a revised priority matrix within 90 days of this Order which (a) gives customers of out-of-service DLCs higher service restoration priorities than they have under the existing system based on the order in which customer trouble reports are received; (b) gives out-of-service residential customers priority over new installation for business customers during a storm or emergency event unless specified, unforeseen and/or unique circumstances require a deviation from this practice; and (c) gives restoration of service to other public utilities a specific high priority position on the matrix.

>   Verizon should include as an addendum to the matrix, the types of specific, unforeseen and/or unique circumstances that might require deviation from the matrix.

Staff believes the Commission's intent and expectation in ordering the *revised* dispatch priority matrix was for *it*, and not the *existing* dispatch priority matrix, to govern and guide the dispatch of repair, maintenance, and installation services to Verizon's customers in Maine. Verizon's February 12, 2004 compliance filing appears to indicate that the existing dispatch priority matrix (DPM) is being used. If that is the case, Verizon must file, by **April 12, 2004**, a revised dispatch priority matrix that complies fully with the dispatch priorities and characteristics the Commission specified in Ordering Paragraph 13. Any revised matrix should incorporate the outage, decision, and dispatch actions Verizon described in its narrative response to Ordering Paragraph 13 – particularly actions the Dispatch Resource Center is described as taking that may override, deviate from, or not be explicitly covered by the *existing* dispatch priority matrix. The revised matrix should also address the following questions, either by incorporating the responses in the matrix or by including the responses as an attachment:

1.   In the Seven Priorities listed in the 3rd page of the Responses please define or describe:

(a)   "Emergency event" in priority 1
(b)   "Essential Government Services" in priority 3
(c)   "Public Safety Services" in priority 4
(d)   "Priorities of Federal, State and Local Government in priority 6, and distinguish those from "Essential Government Services."

2.   Please reconcile the 24 priorities in the Dispatch Priority Matrix with the Seven Priorities. In the response please indicate in which of the Seven Priorities each of the DPM's 24 priorities falls.

3.   In which of the Seven Priorities would an outage that affects a Public Utility [such as a power company] fall?

4.   In the DPM, Telecommunication Service Priority service is priority 1; in the Seven Priorities it is priority 2. In an emergency in which there is a contention for available resources, which set of priorities – the DPM's priorities or the Seven Priorities - governs the dispatch of services? If it's the Seven Priorities, please explain how Verizon changes dispatch priorities the WFA/DO system assigns to service orders, which are based on the DPM's priorities, to match the Seven Priorities.

5.   Do all residential and business services other than those in priorities 1 through 6 fall into priority 7, Other Services? Please state all classes and categories of service that fall under priority 7.

6.   Do all services in priority 7 have equal priority if there is a contention for available resources after priorities 1 through 6 have been restored? If not, please explain how different sub-priorities are determined.

7.   Are there written policies and guidelines for how the Dispatch Resource Center treats DLC trouble tickets from the Network Control Center and assigns dispatch priorities for them? If so please provide them.

8.   Regarding DLC trouble tickets the DRC "treats [with] high priority": "high" compared to which priorities in the DPM or the Seven Priorities? Would it be priority 5, Network Infrastructure? Please explain.

9.   Regarding the "multiple trouble reports" the DRC treats with a "high priority": "high" compared to which priorities in the Dispatch Priority Matrix or the Seven Priorities? Please explain.

10.   Regarding the multiple trouble reports the WFA/DO System "gives high priority": "high" compared to which priorities in the Dispatch Priority Matrix or the Seven Priorities? Please explain.

Dated at Augusta, Maine , this 29th day of March, 2004.

BY ORDER OF THE HEARING EXAMINER

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Trina M. Bragdon